

Composing SacSend Messages

Accessing SacSend

1. In your web browser, go to <https://sacsend.csus.edu>.
2. Enter your SacLink username and password, then click the Login
3. Note: If you're sending a broadcast message, please log in with the broadcast email username and password.
4. The Compose Message screen will display. Use this screen to create and send your communication.

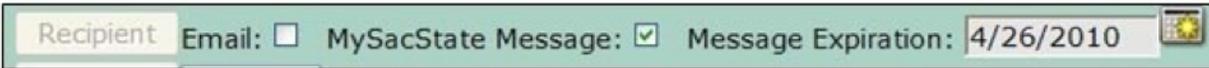
Selecting Format & Addressing Communications

1. After logging in, select the Recipient value to indicate how your recipients should receive your communication. The Recipient value will default to Email. If desired, select the My Sac State Message checkbox instead.

Note: You may also choose to use both the Email and My Sac State Message formats within SacSend simultaneously to send your recipients a copy of your communication via both formats at once. However, the two communication methods function differently, and will require special handling when selecting the recipients for your message. Please see the My Sac State Messages/Email section.

The screenshot displays the 'Compose Message' interface within the SacSend Messaging system. At the top left is the Sacramento State logo with the tagline 'Leadership begins here.' To the right, it says 'SacSend Messaging' and 'Sender: Teresa M Palmer (palmert) - Logout'. Below this is a navigation bar with 'Attach File' and 'Help' links. The main heading is 'Compose Message'. The form includes a 'Recipient' section with 'Email: ' and 'MySacState Message: '. The 'Priority' is set to 'Normal'. There are input fields for 'To...', 'Cc...', and 'Bcc...'. The 'Subject:' field is also present. A rich text editor toolbar is visible, featuring options for font family, font size, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and image. At the bottom, there is a 'Path:' field, a 'Text Editor | HTML Editor' toggle, and 'Send', 'Test Mail', and 'Logout' buttons.

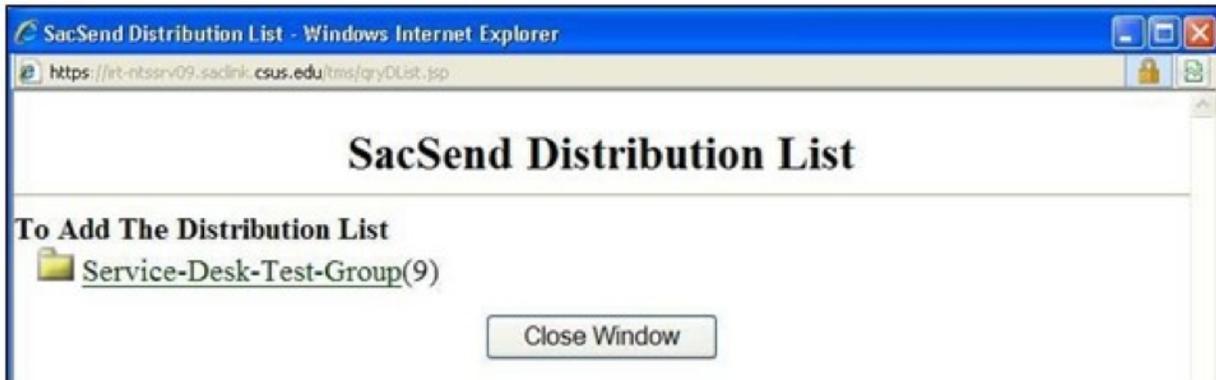
2. If the My Sac State Message option is selected, an Expiration Date field will display. The date will automatically default to 20 days in the future. If necessary, adjust this date by typing in a new date or clicking the calendar icon to select a date. Note: Once the expiration date for a My Sac StateMessage is reached, the message will automatically be removed from the recipient's inbox.



Recipient Email: MySacState Message: Message Expiration: 4/26/2010

Note: Once the expiration date for a My Sac State Message is reached, the message will automatically be removed from the recipient's inbox.

3. The Priority setting will default to Normal. Communications from SacSendare queued to keep the system running smoothly so a short delay in dispatch can be expected. If your communication is of high importance and needs to go out immediately, change the Priority value to High and your message will be moved to the front of the queue.
4. Click the To ... button to select your recipients.
5. A new window will open and display the distribution lists currently available to you. If you want to address your communication to the entire list, select the title of the list. If you want particular members of the list to receive your communication, click the folder icon to expand your view and select from the individuals displayed.



6. Once you have selected your recipients, they will automatically be populated into the To... field back on the Compose Message screen. Click the Close Window button when finished selecting recipients.
7. When sending an email, enter the email addresses of any additional desired recipients into the To, Cc and Bcc fields on the Compose Message screen.

Note: My Sac State messaging functions differently than email and you must click the To button and use a distribution list when selecting recipients (i.e., you will not be able to manually enter recipients into the To, Cc or Bcc fields).

Composing Communications

1. Enter a Subject for your communication.

2. Compose the body of your message in the box below the Subject. Use the icons on the toolbar to format your message.

Note: Text Editor and HTML Editor options display at the bottom of the screen. By default, you will be in Text Editor mode. If you switch to HTML Editor, the toolbar options will disappear and you will be able to insert and edit HTML code in order to format your message.

Making Accessible SacSend Messages

Broadcast messages and emails, as well as their attachments, should be accessible to persons with disabilities, or equally accessible alternatives provided, to comply with the [Accessible Technology policy](#). Create accessible content with the formatting toolbar in the text editor view, where you can include text descriptions (alternative text) when inserting images, create descriptive links when inserting hyperlinks in your message, and HTML code to insert heading styles for section titles of your message. For more information about web accessibility, please see our [Web Services Web Accessibility](#) information page.

Accessible Images

If an image is used in your message, include an alternative text (Alt-text) description or the actual text from the image in the image description box in SacSend. For example, for the message below, the image description would be "California State University, Sacramento Security Alert." Alternative Text provides users of assistive technology access to the images' content and function information.



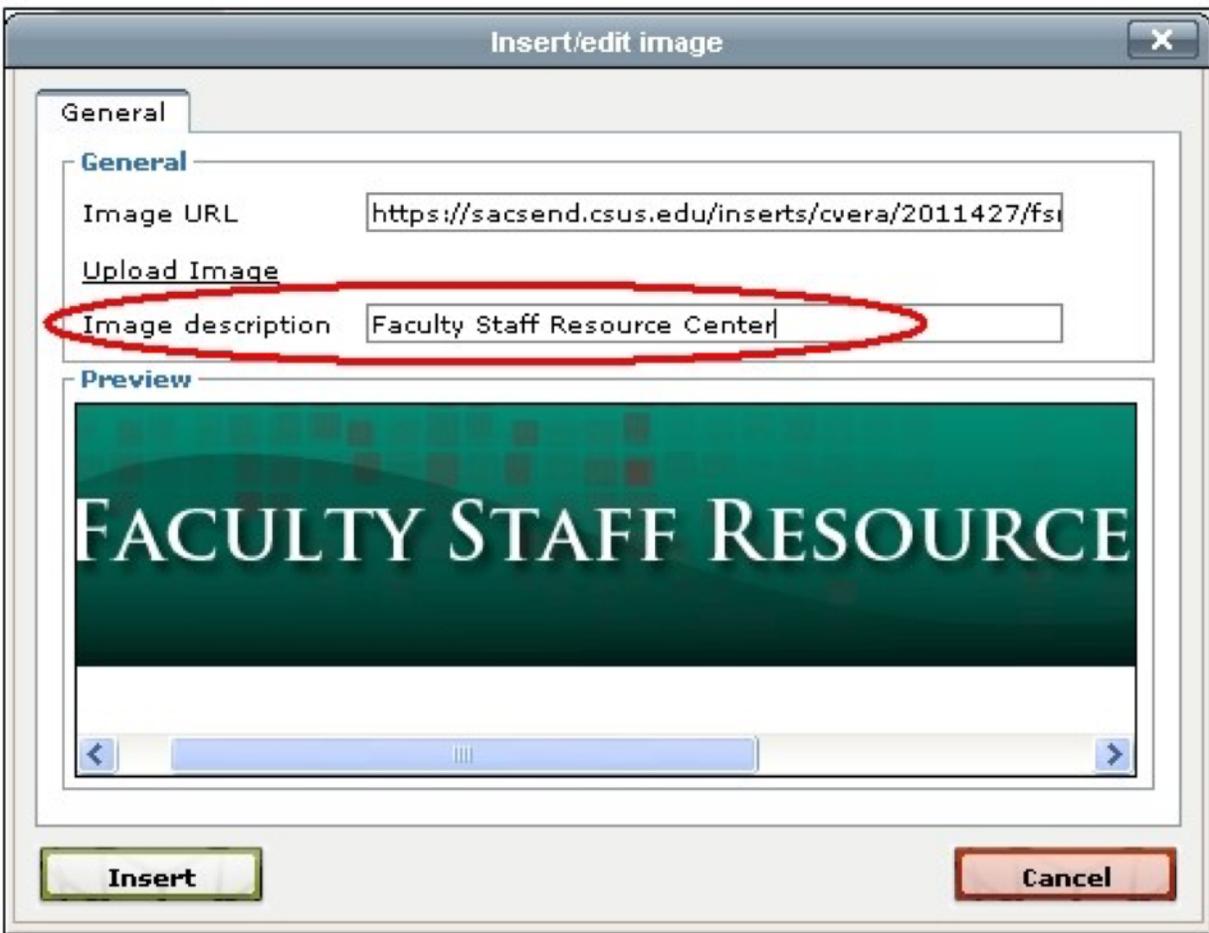
Add alternative text to an image included in your SacSend messages by doing the following:

1. Click on the Insert/Edit Image icon from the formatting toolbar.



2. The Insert/Edit Image window will appear.
3. The Image URL field will populate automatically after you have uploaded an image. You do not need to enter any information into this field.
4. Most commonly, you will be uploading an image from your computer. Click on the Upload Image link and select the image from your computer you wish to upload.

5. Once the image is uploaded, type an alternative text description for the image in the Image description field. Alternative text is read in place of the image by screen readers (assistive technology software/devices) permitting users that are blind, low vision or have other disabilities to have the same equal access to content. Alternative text descriptions should be concise and provide information about image content and function.
6. Do not start your alternative text description with "Image Of." For example, in the sample message below, we'll include a banner of the Faculty Staff Resource Center, which we'll also use as the alternative text image description. For information about how to craft effective alternative text, refer to [WebAIM's Appropriate Use of Alternative Text webpage](#).



7. Finish by clicking the Insert button.
8. Even if you forget to include alternative text in the Image Description box, SacSend will prompt you to include it.
9. The image should now display in the text editor area of SacSend.

Decorative Images

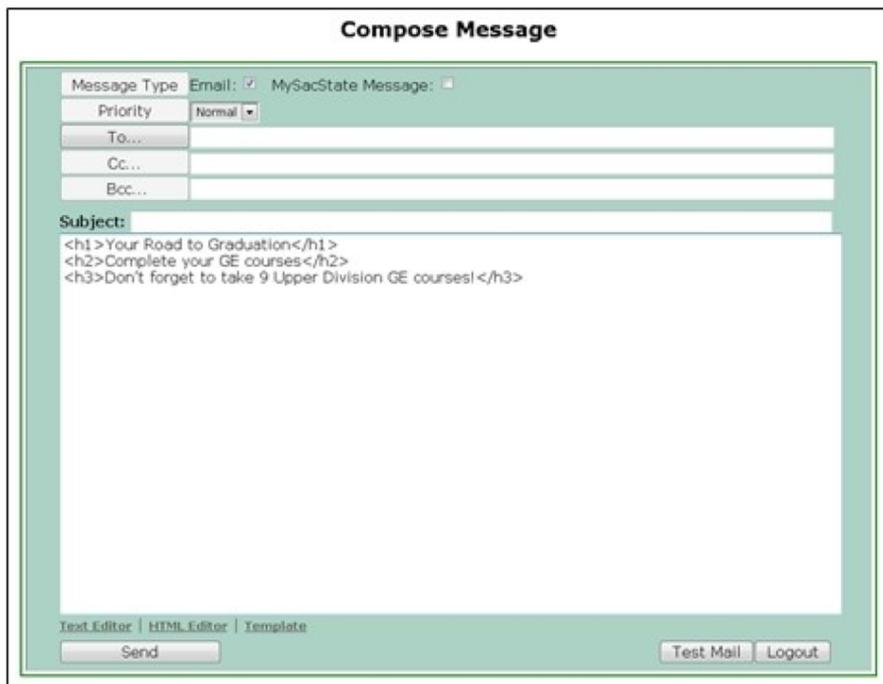
SacSend is not programmed for decorative images; and as a best practice, it is recommended to not use them in informational messages.

Heading Styles

Whenever possible, include proper headings (e.g. h1, h2, h3) in the body of the message by using Styles in Word or the HTML editor in the SacSend interface. Headings should be assigned to section titles of your message, if any, to allow for effective structure of your message. Screen readers can navigate content using the structure offered through headings allowing screen reader users ease of navigation. To learn how to create headings using HTML code to be used in the HTML editor view of SacSend please visit: WebAIM's [Creating Semantic Structure page](#) and [HTML Headings tutorial](#) from W3Schools.

Inserting Headings in HTML Editor View

1. Click the HTML editor link located at the bottom of the page. The HTML editor view now displays.
2. To insert headings in HTML format use:
 - `<h1>(Description or Title)</h1>` for Heading 1
 - Example:`<h1>Your Road to Graduation</h1>`
 - `<h2>(Description or Title)</h2>` for Heading 2
 - Example:`<h2>Complete your GE courses</h2>`
 - `<h3>(Description or Title)</h3>` for Heading 3
 - Example:`<h3>Don't forget to take 9 Upper Division GE courses!</h3>`



The screenshot shows the 'Compose Message' interface in SacSend. At the top, it says 'Compose Message'. Below that, there are fields for 'Message Type' (set to 'Email'), 'Priority' (set to 'Normal'), 'To...', 'Cc...', and 'Bcc...'. The 'Subject:' field contains the following HTML code:
`<h1>Your Road to Graduation</h1>
<h2>Complete your GE courses</h2>
<h3>Don't forget to take 9 Upper Division GE courses!</h3>`
At the bottom of the interface, there are links for 'Text Editor', 'HTML Editor', and 'Template', and buttons for 'Send', 'Test Mail', and 'Logout'.

3. Switch back to the text editor screen by clicking on the Text Editor link and insert the rest of the content. The headings you have just created should appear in this view.

Compose Message

Message Type Email: MySacState Message:

Priority

To...

Cc...

Bcc...

Subject:

Font family Font size **B** / *I* / U / ~~ABC~~ |

Your Road to Graduation

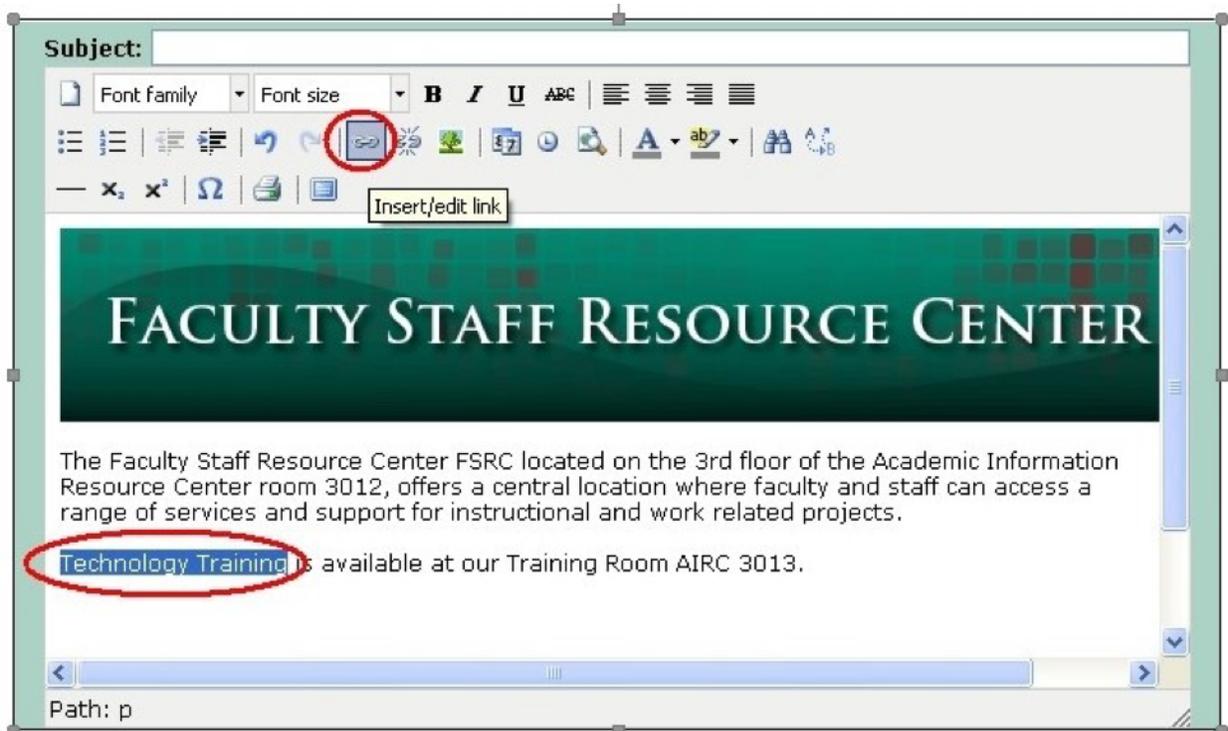
Complete your GE courses

Don't forget to take 9 Upper Division GE courses!

Path:
[Text Editor](#) | [HTML Editor](#) | [Template](#)

Accessible Links

1. If you will be including links anywhere in your message, be sure to use a descriptive label for your links. Avoid using "Click Here" or the URL on its own. Here's how to create a descriptive label for the link you're inserting:
 - A. Type a descriptive label in the body of your message for the link you want to insert. For example, to point users to the campus Technology Training web page, type "Technology Training" as the label.
 - B. Select the text label and click on the Insert/edit link button on the formatting toolbar.



- C. The Insert/edit link window appears. Enter the web page URL in the Link URL field, and click on the Insert button.
2. Your attached file will display below the Subject line of your message. If necessary, click the X button next to the file name to remove it. Click the Attach File link again to continue adding files as necessary. The descriptive link should now appear in the body of your message.

Audio and Video

If the SacSend message links to a video or audio file, make sure the external file is [captioned](#) and/or transcribed. If a video is captioned, you'll see a "CC" button or option available on the video player play bar. If you are the owner/author of the video/audio, you can caption the video using Captioning Self-Service. Captioning is free if Docsoft is the service used, or if CaptionSync is used, your department will be charged back for the captioning work. Learn what captions are and how to caption your own videos by visiting the [Described and Captioned Media Program's Caption It Yourself](#) website.

Alternative Formats

Alternative or accessible formats of your message should be made available upon request. For more information about accessibility guidance, visit Sacramento State's [Accessible Technology](#) website.

Attaching Files

1. Click the Attach File option displayed at the top of the page to attach any desired files.
2. An Upload Attachment box will display. Click the Browse button to locate the necessary file.
3. The Choose File to Upload window will appear. Navigate to the desired file, select the file and click the Open button.
4. Your attached file will display below the Subject line of your message. If necessary, click the X button next to the file name to remove it. Click the Attach File link again to continue adding files as necessary.

Note: Individual file attachments may be up to 5MB in size. You may attach up to 10 individual files and their total size must not exceed 15 MB.

Please ensure that any attachments contain accessible content. Plan to provide an equal accessible alternative format of your attachment if one is requested.

Sending Communications

Once your communication is complete, click the Send button at the bottom of the page.

- You also have the option of previewing your message before sending. If desired, click the Test Mail button to receive a copy of your communication. You will receive this test via email whether you have selected the Email or MySac State Message option for your recipients.

The page will display a notice indicating that your message has been submitted and will be sent shortly.

SacSend communications are queued to keep the system running smoothly. Once your communication has been dispatched, you will receive a confirmation email that lists the message recipients and displays a copy of your message text.

Note: You may receive errors and informational messages from the system in addition to the confirmations. Please review the contents of any SacSend notification email you receive to be sure that your communication was sent successfully.

Communications will be accessible to recipients on their Home tab within My Sac State whether you have selected the Email or My Sac State Message option.

Note: User may have additional methods of accessing email (e.g., using a desktop email client) but your communications will at least be available within My Sac State.

Standard message recipients will not see a listing of any other recipients or distribution lists used (i.e., the message will look as though it has been sent to them individually). However, the communications sent to Cc and Bcc recipients will note that they have been copied on the message and display the other recipients (excluding Bcc recipients).